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To: Microsoft ATR
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Subject: Microsoft Settlement

I am a computer professional with 31 years experience, mostly as a technology manager at a large (multi-billion) enterprise. My responsibilities include technology assessment, selection and procurement. I am also an individual user of Microsoft technology at home.

My professional experience with Microsoft has led me to the strong belief that Microsoft is the most arrogant, self-serving business I've ever come in contact with. Because of my long tenure in the technology field, I well remember IBM's behavior and overwhelming market dominance that led to the DOJ action against IBM. In my opinion, there is no comparison between the two. IBM's market position, while probably at least as strong as Microsoft, was not used by IBM to destroy competition or explicitly act to the detriment of customers. IBM was never as blatantly arrogant as Microsoft routinely is.

Microsoft has demonstrated and continues to demonstrate their total disregard for the needs of their customers. Rather, Microsoft is clearly motivated solely by the cash-flow needs of it's business model, which is fundamentally to force customers to purchase the same functionality over and over while blocking or destroying any other vendor from providing comparable functionality. To say that Microsoft's business practices are predatory is an understatement.

My strong recommendation is to impose the strongest possible ongoing constraints on Microsoft. The current remedies proposed are clearly inadequate. The breakup previously being discussed seems much more likely to protect consumers from Microsoft. Absent that kind of structural remedy, I see nothing to prevent Microsoft from continuing to pillage and plunder both the individual and business customer's pocketbook.